CX505
6” x 89” EDGE BELT SANDER
User Manual

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TABLE OF CONTENTS

General Safety Instructions 3
Specific Safety Instructions..... 4
Features 5
Physical Features..... 6
Unpacking 7
Setup..... 7
Proper Grounding..... 7
Assembly..... 8
Stand..... 8
Installing the Sander Onto the Stand..... 8
Motor Drum Guard..... 9
Fence 9
Auxiliary Table..... 9
Work-piece Stop.....10
Belt Tracking.....10
ON/OFF Switch 11
Test Run.....12
Work-piece Inspection.....12
Connecting to a Dust Collector.....12
Table Height Adjustment 13
Tilting the Sanding Head 13
Installing/Replacing the Sanding Belt 14
Maintenance.....15
Cleaning 15
Lubrication.....15
Troubleshooting.....16
Parts Diagram.....17
Parts List 18
Warranty.....24

GENERAL SAFETY INSTRUCTIONS

Extreme caution should be used when operating all power tools. Know your power tool, be familiar with its operation, read through the owner's manual and practice safe usage procedures at all times.

- **ALWAYS** read and understand the user manual before operating the machine.
- **CONNECT** your machine **ONLY** to the matched and specific power source.
- **ALWAYS** wear safety glasses respirators, hearing protection and safety shoes, when operating your machine.
- **DO NOT** wear loose clothing or jewelry when operating your machine.
- **A SAFE ENVIRONMENT** is important. Keep the area free of dust, dirt and other debris in the immediate vicinity of your machine.
- **BE ALERT! DO NOT** use prescription or other drugs that may affect your ability or judgment to safely use your machine.
- **DISCONNECT** the power source when changing drill bits, hollow chisels, router bits, shaper heads, blades, knives or making other adjustments or repairs.
- **NEVER** leave a tool unattended while it is in operation.
- **NEVER** reach over the table when the tool is in operation.
- **ALWAYS** keep blades, knives and bits sharpened and properly aligned.
- **ALL OPERATIONS MUST BE** performed with the guards in place to ensure safety.
- **ALWAYS** use push sticks and feather boards to safely feed your work through the machine.
- **ALWAYS** make sure that any tools used for adjustments are removed before operating the machine.
- **ALWAYS** keep the bystanders safely away while the machine is in operation.

CX505 – 6” x 89” EDGE BELT SANDER
SPECIFIC SAFETY INSTRUCTIONS

- **MAKE SURE** the sander is connected to the matched and specific power source instructed in the manual.
- **ALL THE GUARDS** must be in place while operating the sander to ensure safety.
- **MAKE SURE** before making any adjustments, the switch is in the “OFF” position and the cord is un-plugged from the power source.
- **NEVER** sand more than one work piece at a time on this sander.
- **DO NOT** wear loose clothing and jewelry while operating this sander.
- **KEEP YOUR WORK AREA CLEAN.** Cluttered areas and workbenches increase the chance of accident.
- **NEVER LEAVE** the sander unattended while it is running.
- **KEEP CHILDREN AWAY.** All visitors should be kept at a safe distance from the work area.
- **DO NOT** force the sander. It will do the job better and will be safer at the operating rate for which it is designed.
- **ALWAYS** wear a dust mask and safety glasses while operating the sander. The tiny dust particles produced by the sander can cause serious health problems.
- **ALWAYS** inspect stock for staples, nails knots or any other foreign material before sanding.
- **ALWAYS** operate the sander in a well-ventilated area and use a dust collection system for dust removal whenever possible.
- **ALWAYS** hold the work piece firmly when sanding. When not using the table, i.e. sanding free-hand, grip the work piece with both hands.
- **USE THE STOP FENCE** when performing horizontal sanding on the belt sander.
- **MAINTAIN AND SERVICE** your sander regularly as instructed in the user manual.
- **MAKE SURE** you have read and understood all the safety instructions in the manual and you are familiar with your CX505 sander, before operating it. If you fail to do so, serious injury could occur.

WARNING

***The safety instructions given above can not be complete because the environment in every shop is different. Always consider safety first as it applies to your individual working conditions*.**

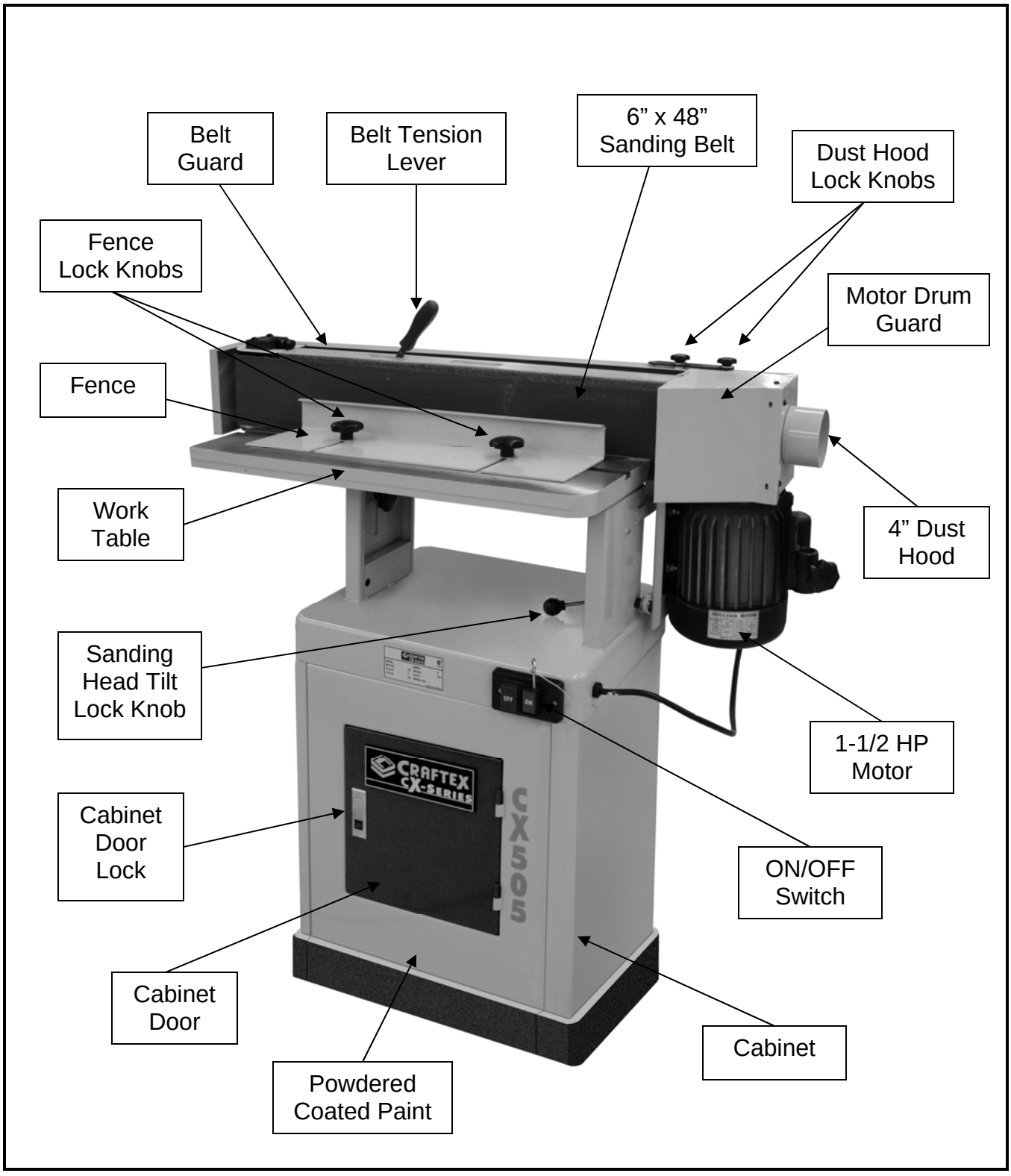
CX505
FEATURES

MODEL CX505 – 6” x 89” EDGE BELT SANDER

As part of the growing line of Craftex CX-Series woodworking equipment, we are proud to offer CX505 a 6” x 89” Edge Belt Sander. By following the instructions and procedures laid out in this user manual, you will receive years of excellent service and satisfaction. The CX505 is a professional tool and like all power tools, proper care and safety procedures should be adhered to.

- Motor ..... 1-1/2 HP, 110 V, 18 Amps
- Length of Oscillation ..... 1/8” (3.2mm) Up, 1/8” (3.2mm) Down, 1/4" (6.4mm) Total
- Belt Size ..... 6” x 89” (152 x 2260mm)
- Belt Speed ..... 3450 RPM
- Table Size..... 9-7/8” x 29-5/8” (250mm x 751mm)
- Auxiliary Table Size ..... 9-7/8” x 11-78 (250mm x 300mm)
- Dust Port..... One 4”
- Base Dimensions..... 21-1/2” Length x 49” Width (546mm x 432mm)
- Overall Dimensions ..... 50” Length x 21” Width x 49” Height (1270 x 533 x 1245mm)
- Weight ..... 277 lbs (126 Kg)
- Powder Coated Paint..... Yes
- Warranty ..... 3 Years

CX505 – EDGE BELT SANDER
PHYSICAL FEATURES



UNPACKING

The machine is properly packaged and shipped completely in crate for safe transportation. When unpacking, carefully inspect the crate and ensure that nothing has been damaged during transit.

SETUP

The unpainted surfaces of the tables are coated with a protective coating which prevents rust. Clean this protective coating using a rag with kerosene or painter thinner before starting assembling the machine.

When setting up your machine, you will want to find an ideal spot where your planer will most likely be positioned most of the time. Consider your complete work environment as well as working comfortable with the sander before placing your machine in the ideal spot.

PROPER GROUNDING

Grounding provides a path of least resistance for electric current to reduce the risk of electric shock.

CX505 is for use on a normal 110 volt circuit. Make sure that the machine is connected to an outlet having the same configuration as the plug. If an adaptor plug is used, it must be attached to the metal screw of the receptacle. To prevent electrical hazards, have a qualified electrician ensure that the line is properly wired.

The sander should be wired with a plug having 3 prongs to fit a 3 prong grounded receptacle as shown in figure-1. Do not remove the grounding prong to fit it into a 2 pronged outlet.

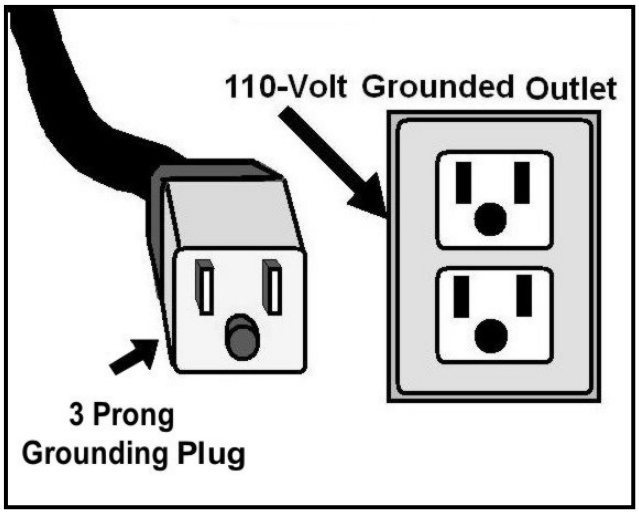


Figure-1 110-Volts outlet for CX505

WARNING!

Improper connection of the equipment-grounding conductor can result in a risk of electric shock. Check with a qualified electrician if you are in doubt as to whether the outlet is properly grounded.

It is strongly recommended not to use extension cords with your CX505. Always try to position your machine close to the power source so that you do not need to use extension cords.

In case if you really find it necessary to use an extension cord, make sure the extension cord does not exceed 50-feet in length and the cord is 14-gauge to prevent motor damage.

ASSEMBLY

Assembling the CX505 edge belt sander is simple and easy. To assemble the machine, follow the instructions given below.

STAND

Attach the side brackets to the front and rear brackets as shown in figure-2 using screws and washers and lock washers provided. Do not tighten the screws.

Attach the brackets together as shown in figure-2 using screws, washers and lock washers provided. Make sure the stand is sitting level on the floor from all four sides and tighten the screws.

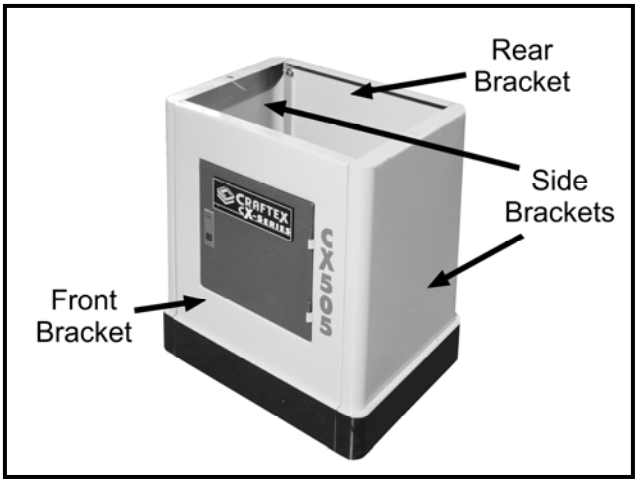


Figure-2 Assembling the stand

Slide the stand bottom plate from the top into the stand assembly and install it as shown in figure-3. Secure it to the side brackets using two screws and two washers provided.

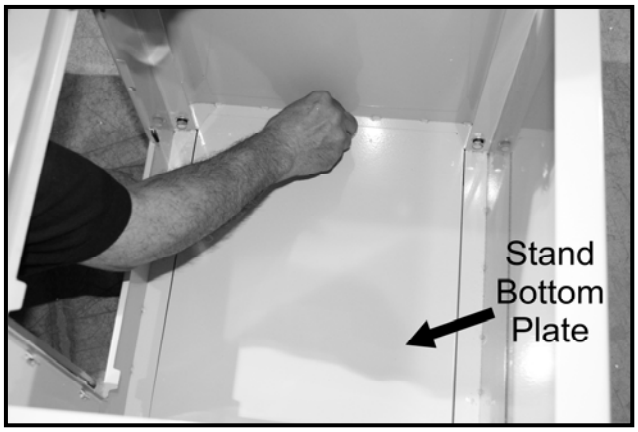


Figure-3 Installing the bottom plate

INSTALLING THE SANDER ONTO THE STAND

Once the stand is completely assembled and all the screws are tightened properly, use a fork lift or get the help of an assistant and lift the sander onto the stand.

Make sure the two holes on the side of the sander is aligned with the two holes on the stand.

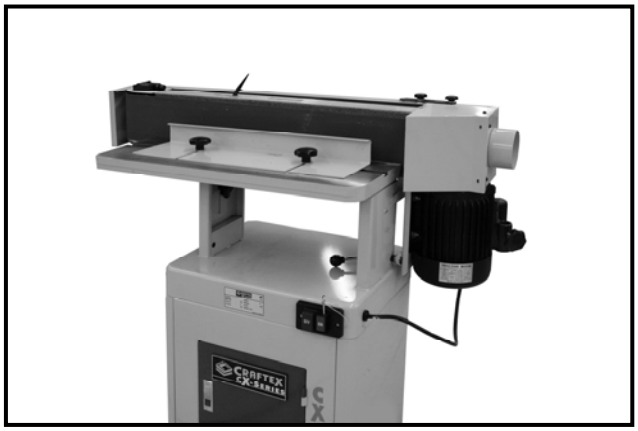


Figure-4 Installing the sander onto the stand

Open the stand door and secure the sander onto the stand from inside using screws, washer and lock washers provided. See figure-5.

Figure-5 Securing the sander onto the stand from inside the cabinet

WARNING!

The CX505 is a heavy machine. Do not over-exert yourself. Get the help of an assistant when lifting the sanding head onto the stand.

MOTOR DRUM GUARD

Install the motor drum guard to the dust hood as shown in figure-6 using screws provided.

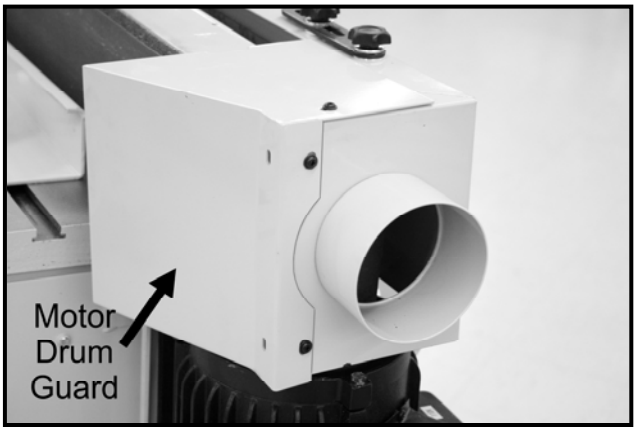


Figure-6 Installing the motor drum guard

FENCE

Slide two T-nuts into the T-slot on the table and place the fence on the table aligning the two slots on the fence with the two holes on the T-nuts. Secure fence to the table using washers and lock knobs.

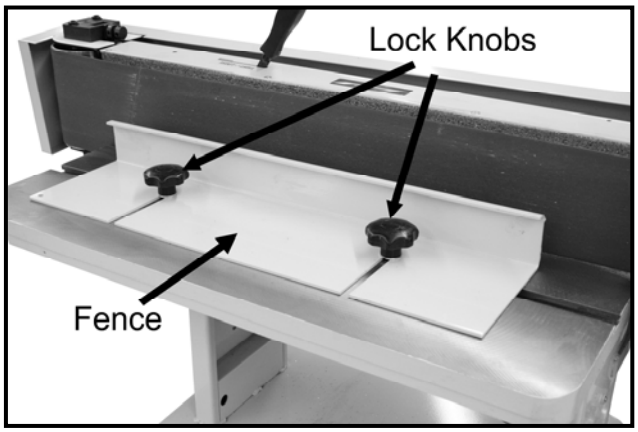


Figure-7 Installing the fence

AUXILIARY TABLE

The auxiliary table is installed on the right side of the sander when sanding round or curved work-pieces.

To install the auxiliary table:

Move the dust hood out of the way by loosening the knobs holding it in position. Move the dust hood to the back and re-tighten the knob to hold it in position as shown in figure-8.

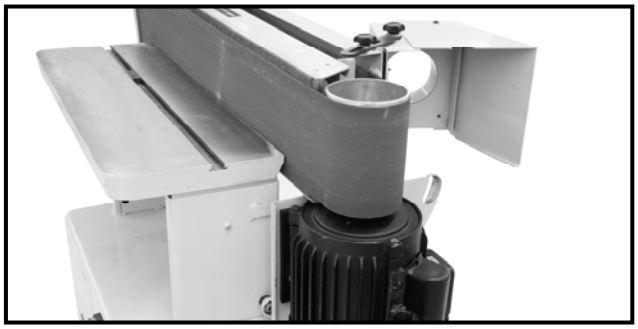


Figure-8 Moving the dust hood away

Insert the rod into the hole as shown in figure-9 making sure that the flat surface of the rod is facing the hole on the bracket. Use the knob provided, and secure the rod in position.

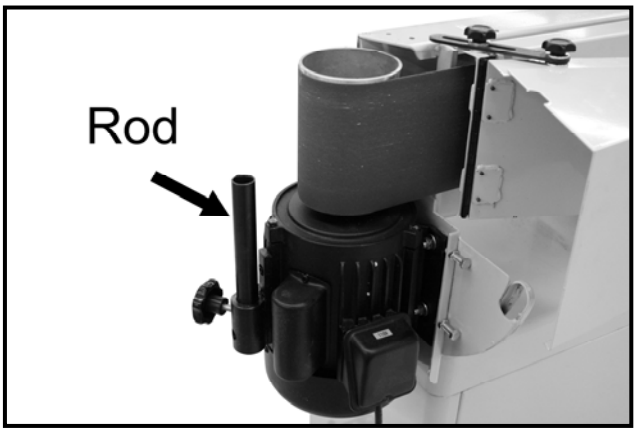


Figure-9 Securing the table rod into the hole

Position the table with the hole at the back of the table onto the rod and secure it by tightening the screw and then the nut shown in figure-10.

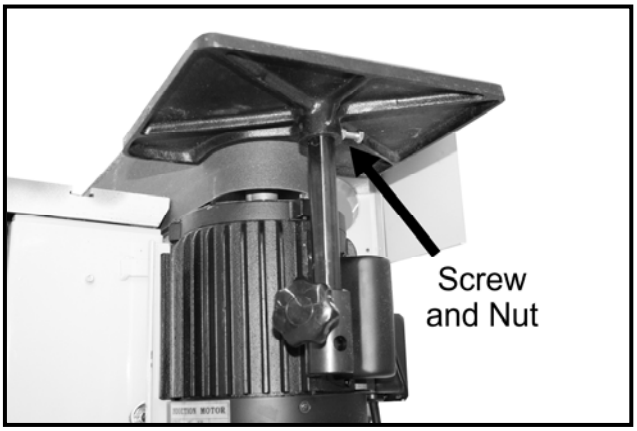


Figure-10 Installing the table onto the rod

The table is used with CX505 only when the table is in vertical position.

IMPORTANT

The dust hood can not be properly closed when the table is installed on the sander. In order to use dust hood with your sander, uninstall the table whenever the table is not being used.

WORKPIECE STOP

Loosen the knob securing the dust hood in position and move the dust hood out of the way. Re-tighten the knob to hold the dust hood in position.

Take the work-piece stop and install it by inserting the shaft on the work-piece stop into the hole. Use a flat washer and a long knob securing the work-piece stop onto the sander. See figure-11.

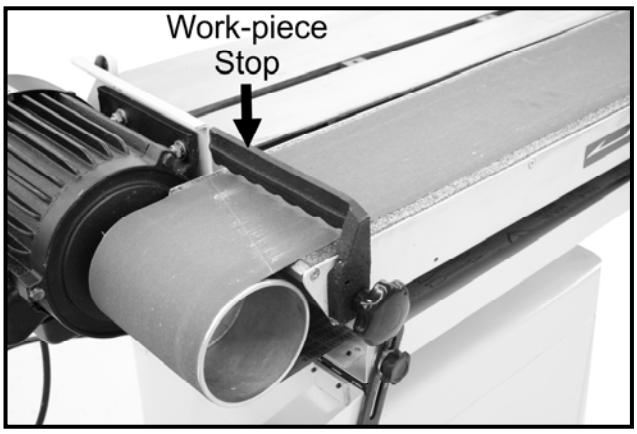


Figure-11 Installing the work-piece stop

BELT TRACKING

Belt tracking means where the belt rides on the drums. The belt should always be centered on both drums.

Proper belt tracking prolongs the belt life, preventing the belt from slipping off the drums during operation. The belt tracking is adjusted by tilting the idler drum slightly towards the front or rear of the machine.

To check the belt tracking:

Connect the sander to the power source and turn it ON for 4 to 5 seconds.

Observe carefully where the belt rides on the drums and turn the machine OFF.

The belt should always be centered on the drum. If the belt is not centered it needs to be adjusted.

To perform the belt tracking adjustment:

Make sure the switch is in the OFF position the cord is disconnected from the power source.

Remove the work-piece stop and dust hood.

Loosen the lock nut and turn the adjustment screw a few turns clockwise or anti-clockwise as needed using the tool provided.

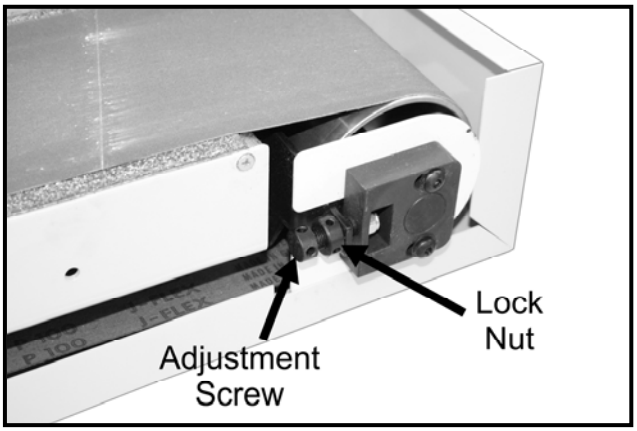


Figure-12 Belt tracking adjustment

ON/OFF SWITCH

The ON/OFF switch on CX505 features a safety key to prevent from accidental or unauthorized operations. When the sander is not in use for a long period of time, simply insert the safety key into the switch.

To start the sander, remove the safety key and push the ON button in.

Figure-13 ON/OFF switch

IMPORTANT

To prevent any type of accidental injuries, make sure the power switch is in the OFF position before connecting the sander to the power source.

TEST RUN

Once you have assembled your machine completely, it is then time for a test run to make sure that the machine works properly and is ready for operation.

Before starting the sander for a test run make sure you have performed the belt tracking adjustment (see page-10) so that the belt does not come off the drums or jam against the sander during startup.

To test run the sander:

Make sure you have read and understood all the instructions given in the manual, safety features on your CX505 sander and the machine is assembled properly.

Remove all the tools and objects used during assembly from the machine. Ensure the belt tracks properly on the drums.

Connect the machine to the power source and turn it ON and be ready to turn it OFF quickly if there is any problem during startup.

During the test run if there is any unusual noise coming from the machine or the machine vibrates excessively, stop the machine immediately and disconnect from the power source and investigate to determine the problem with your machine. Make sure all the nuts and bolts are tightened and all the parts are installed properly during assembly.

WARNING!

Before starting the sander, make sure that you have read and understood the manual and you are familiar with the functions and safety features on this machine. Failure to do so may cause serious personal injury.

WORKPIECE INSPECTION

CX505 is designed to sand wood only. Do not use this machine to sand metals, glass or stone etc.

Before sanding, make sure to inspect the work-piece for nails, staples, small pieces of stone or metal, and any other foreign objects that can damage the sanding belt if come in contact

Sanding the work-piece with this kind of objects can tear the sanding paper. For a safe cutting method always inspect your work-piece carefully before cut and wear eye protection.

Some woods with excessive finish or glue load up the sand paper and reduce its usefulness. Use an abrasive cleaner to clean the sanding paper.

CONNECTING TO A DUST COLLECTOR

The CX505 is equipped with a 4” diameter dust hood to connect to a dust collector.

When connecting to a dust collector, use a proper sized hose and make sure all the connections are sealed tightly. It is recommended to use a proper sized dust collector with the CX505 to ensure adequate dust collection.

WARNING!

The saw dust produced by the band saw can go into your lungs and cause serious health problems. Make sure the band saw is connected to a dust collection system while operating it.

> ***WARNING!***
> *Make sure the machine's power switch is off and the cord is disconnected from the power source when installing/removing any part or servicing the sander.*

TABLE HEIGHT ADJUSTMENT

The table on CX505 can be adjusted to different heights. Table height adjustment allows using different portions of the sanding belt surface while sanding and results in even wearing of the sanding belt.

The belt on CX505 is 6" in width. When sanding a 3" tall work-piece, for the first half you can adjust the table height and use the lower portion of the sanding belt while for the second half you can adjust the table using the upper portion of the sanding belt. This maximizes the sanding belt usage on you sander.

To adjust the table height:

Loosen the two lock knobs shown in figure-14 and lower or raise the table to your desired height. Tighten the knobs and lock the table in position.

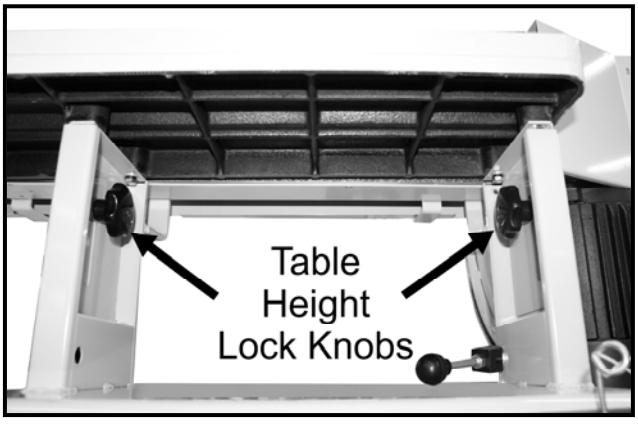


Figure-14 Table height lock knobs

TILTING THE SANDING HEAD

The sanding head can be adjusted to any angle from 90° to 180° as required for your job.

To tilt the sanding head:

Unlock the sanding head by loosening the lock lever under the head shown in figure-15. Tilt the head to the required angle on the head tilt scale.

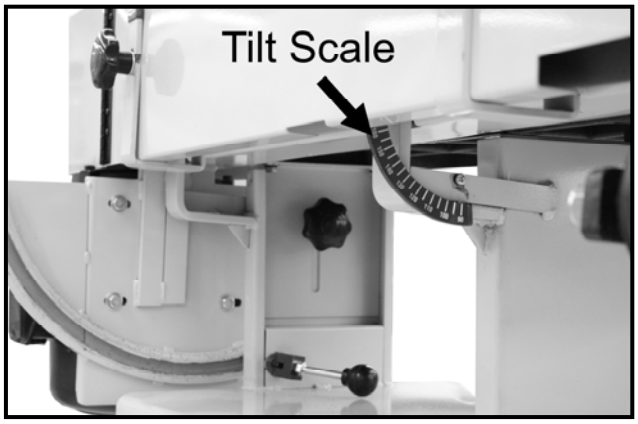


Figure-15 Sanding head tilt scale

Once the sanding head is in the desired angle, pull the lock lever and secure the head in position.

> ***WARNING!***
> *Make sure to lock the dust hood in position before tilting the sanding head so that the dust hood does not scratch the body of the sander.*

INSTALLING / REPLACING SANDING BELT

The CX505 comes with a 6”x 89” sanding belt.

To install the sanding belt:

Make sure the machine is disconnected from the power source.

Uninstall the belt guards, dust hood, auxiliary table and the work-piece stop (if already installed).

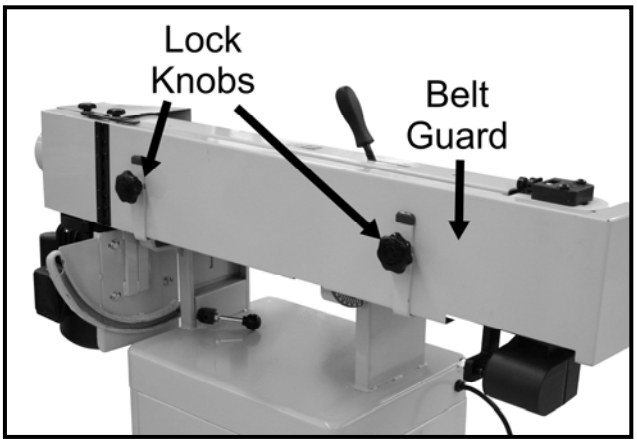


Figure-16 Belt guard

Set the sanding head in vertical position by tilting the head.

Loosen the tension on the belt by loosening the belt tension handle shown in figure-17.

Take the old belt off the drums (if already installed) and remember the direction of arrows printed on the belt. Install the new belt with the direction of arrows pointing to the same direction as the ones on old belt.

Make sure the belt is in the center of the drums and re-tighten the belt tension handle.

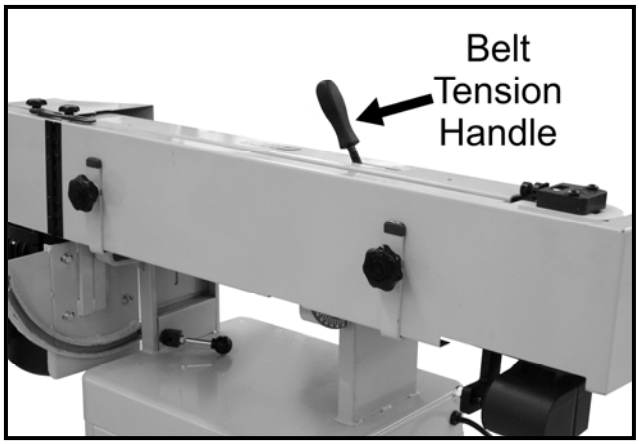


Figure-17 Belt tension handle

Once the belt is installed, perform the belt tracking adjustment so that the belt tracks in the center of the drums. (See page-10 for details)

Re-install the guards, dust hood and auxiliary table and the work-piece stop.

MAINTENANCE

During the life of your machine, you will need to practice some regular maintenance to keep your sander in peak performance condition.

> ***WARNING!***
> *Make sure the machine's power switch is OFF and the cord is disconnected from the power source when installing / removing any part or servicing the sander.*

Check your machine daily for the following before use:

- Damaged or worn sanding belt
- Damaged or worn power cord
- Loose mounting nuts, bolts, and parts
- Any other unsafe condition

CLEANING

The moisture from the wood dust remaining on the table surface can cause rust. The table and other unpainted surfaces of the machine should be cleaned and wiped after every use to make sure there is no moisture against bare metal surfaces.

LUBRICATION

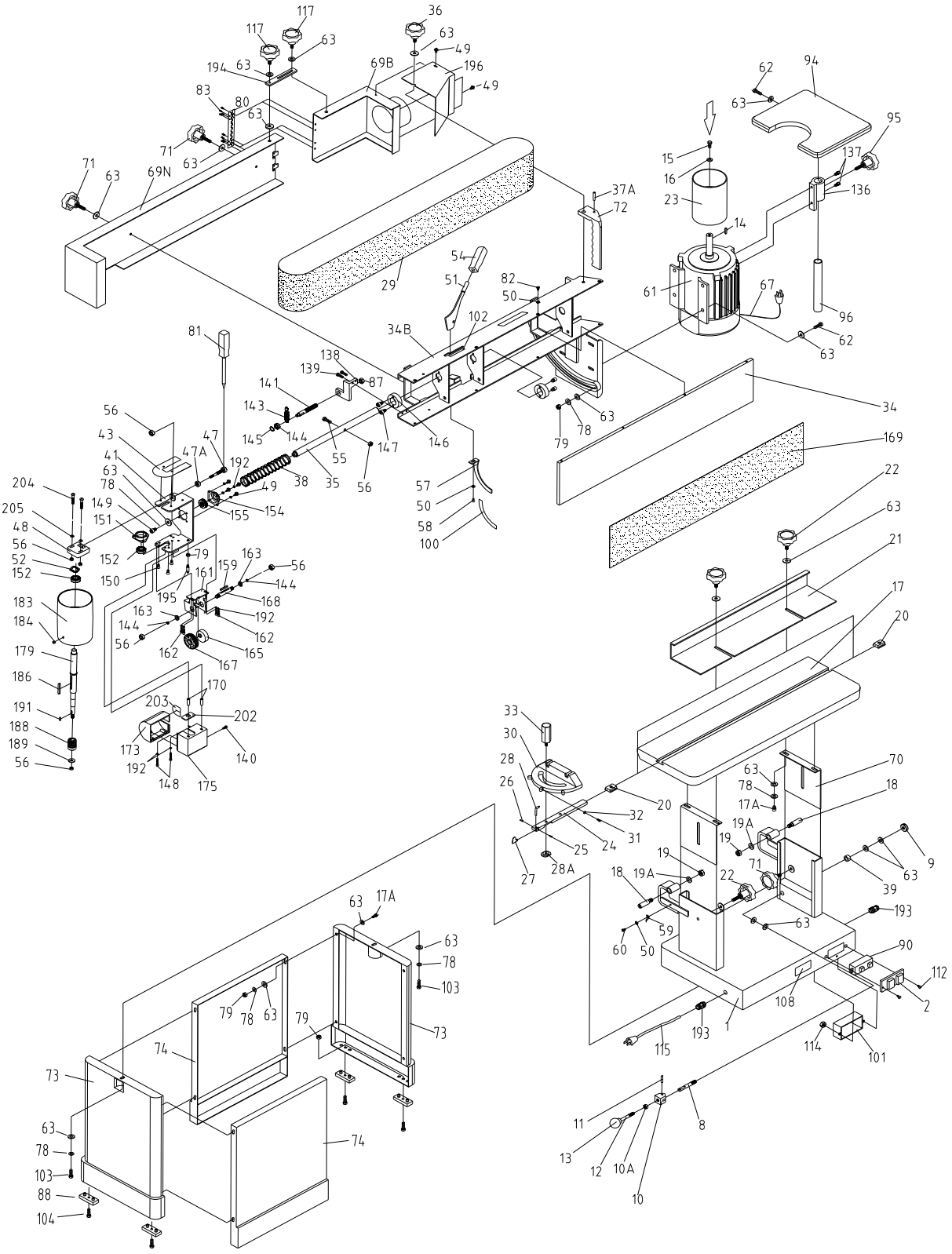
Lubricate the belt tension assembly and the oscillating drum assembly once in 6 months using a small amount of all purpose grease.

All the bearings in the motor housing and drums are lubricated and do not require any lubrication.

TROUBLESHOOTING

TROUBLE	CAUSES	CORRECTION
Motor doesn't start.	1. No electricity. 2. Defective switch, motor or cord. 3. Overload has reacted.	1. Check mains and fuse. 2. Consult an electrician. 3. Wait and reset overload cut-off.
Sanding belt slips.	1. Sanding belt is stretched. 2. Too much applied pressure.	1. Install new sanding belt. 2. Move work piece while sanding.
Machine vibrates excessively.	1. Stand on uneven floor. 2. Motor mounts are loose.	1. Adjust stand for even support. 2. Tighten motor mount belts.
Abrasive belt keeps tearing.	1. Belt is running the wrong direction.	1. Observe arrow on the sanding belt.
Sanded edge not square.	1. Table not square to sanding platen.	1. Adjust positive stop for 90°.
Sanding marks on the wood.	1. Work piece was held still. 2. Wrong grit sanding belt. 3. Feed pressure too high.	1. Keep work piece moving. 2. Use coarser grit for stock removal and fine grit for finish sanding. 3. Never force the wood.

CX505 PARTS DIAGRAM



CX505 PARTS LIST

REF NO.	IVM	DESCRIPTION	QTY
1	20101001	CABINET	1
2	W0000006	MAGANETIC SWITCH	1
8	20101005	WORK TABLE BRACK	1
9	S0120380	LOCK NUT 3/8"-16UNC	1
10	20101007	CAM ECCENTRIC	1
10A	S0110600	HEX. NUT 3/8"-16UNC	1
11	S0310525	PIN 5*25	1
12	10102024	LOCK HANDLE 3/8"-16UNC	1
13	10102023	HAND KNOB	1
14	S0400525	KEY 5*5*25	1
15	S0020416	HEX. HD. SCR. 1/4"*20UNC*1"	1
16	S0210404	FLAT WASHER 1/4"*23	5
17	20101011A	TABLE	1
17A	S0020510	CAP SCR. 5/16" * 18UNC * 1"	4
18	20101065	SPECIAL SCR.	2
19	S0111000M	NUT M10	2
19A	S0230308	SPRING WASHER 3/8"	2
20	20101013	GUIDE BLOCK	2
21	20101014	FENCE	1
22	20101015	KNOB BOLT 8*12	4
23	20101016	MOTOR ROLLER	1
24	20102017	GUIDE BAR	1

25	S0310306	PIN 3*6	1
26	S0050404	SET SCR. 1/4"*20UNC*1/4"	1
27	10104049Q	POSITION PLATE	1
28	10104050	POINTER	1
28A	20102020	LOCKING NUT	1
29	20101022	SANDING BELT	1
30	10104046	MITER GAUGE BODY	1
31	S0030108	RD.HD.SCR. 5/32"*32UNC*1/2"	3
32	S0110100	HEX.NUT 5/32"-32UNC	3
33	10104045	HAND KNOB	1
34	21700001	SANDING TABLE	1
34B	21700002	SANDING TABLE STAND	1
35	21700037	ARBOR	1
36	20101039	KNOB BOLT 8*35	1
37A	S0310640	PIN 6*40	1
38	21700004	SPRING 6*40	1
39	20101055	PARTITION RING	1
41	21700005	MOTOR ROLLER BRACKET	1
43	21700052	ROLLER COVER	2
47	20103029C	MICRO-ADJUST SCREW	1
47A	20103029A	MICRO-ADJUST NUT	1
48	21700049	RUGULATING PLATE	1
49	S0030304	PHILIP HD SCR. 3/16"*24UNC*1/4"	4
50	S0220300	GEAR WASHER 3/16"	10

51	20101031	BELT REPLACING PLATE	1
54	20101032a	SAND CLAMP HANDLE	1
55	S0020530	HD.HEX.SCR. 5/16"*18UNC*1-3/4"	1
56	S0120201	NYLON NUT 5/16"-18UNC	5
57	20101033	TILT SCALE	1
58	S0040301c	FLAT HD.SCR. 3/16*3/4	1
59	10102022	WIDTH POINTER	1
60	S0040300	FLAT HD.SCR. 3/16"*24UNC*3/8"	1
61	M0000000	MOTOR	1
62	S0020520	HD.HEX.SCR 5/16"*18UNC*1-1/4"	5
63	S0210500	FLAT WASHER 8.5"*16*2T 5/16"	40
67	L0000154a	ELECTRIC CORD	1
69B	21700039	BELT COVER	1
69N	21700013	DUST COVER	1
70	20101002	LIFTING PLATE	2
71	20101024	KNOB BOLT 8*20	3
72	20101040	BRACKET	1
73	20104054	STAND (RIGHT & RIGHT)	2
74	20104053	PARTITION	2
75	20104060G	DOOR	1
77	S0211223	FLAT WASHER #12	2
78	S0230506	SPRING WASHER	22
79	S0110500	HD. HEX. SCR. 5/16"-18UNC	24
80	21700045A	FLEXIBLE PLATE	2

81	20103044	DRIVER WRENCH	1
82	S0040512M	FLAT HD.SCR. M5	8
83	S0040420M	FLAT HD.SCR. 4*20	8
87	S0121400M	ANTI-LOOSEN NUT M14*2.0P	1
88	10401029	RUBBER FEET	4
89	S0090512	RD.HD.SCR 5/16"-18*3/4"	4
90	90100062	FIXED BASE	2
94	20101051	EXTENSION TABLE	1
95	S0230300	SPRING WASHER 3/16"	10
96	20101050	SUPPORTING ROD	1
100	J0000102	SCALE	1
101	10105052	LABEL	1
103	S0010505	HEX. SCREW 5/16" * 1-1/4"	2
104	S0030501	HEX. SCREW 5/16" * 1"	4
112	S0030324	PHILIP HD SCR. 3/16"*1-1/2"	3
114	S0110300	NUT 3/16"	5
115	L0000005	ELECTRIC CORD	1
117	50203004	KNOB M6 * P1.0	2
136	21700018	SUPPORTING BASE	1
137	S0010308	CAP SCR. 3/16"*3/8"	2
138	21700027	BRACKET	1
139	S0020412	HEX. HD. SCREW	2
140	S0070306M	SCREW	1
141	21700026	ARBOR	1

143	21700029	EXTENSION SPRING	1
144	C1100698	SMALL BALL BEARING	3
145	S0520008	RING	1
146	21700025	FIXED LOOP	2
147	S0010520M	SOC. HD. CAP SCR. 5*20	4
148	20900049	BEARING COVER 6202	1
149	S0020501	HEX. HD. SCREW 5/16"*18UNC*1"	1
150	S0040412M	FLAT HD. SCREW 4*12	3
151	21700017	BEARING BASE	1
152	C1206202	BEARING 6202	1
154	20900049	BEARING COVER 6202	1
155	C1106003	BEARING 6003	1
159	S0400430	KEY	1
161	21700015	FIXED BASE	1
162	S0010510M	HEX. CAP SCREW	5
163	21700036	BEARING BUSH	2
165	21700021	CAM ECCENTRIC	1
167	21700010	WORM GEAR	1
168	21700020	WORM GEAR SHAFT	1
169	20101048A	GRAPHITE PAD	1
170	21700016	SUPPORT SHAFT	2
173	21700011	DUST HOOD (LEFT)	1
175	21700012	DUST HOOD (RIGHT)	1
178	S0120200	LOCK NUT	2

179	21700051	ROLLER ARBOR	1
183	21700008	DRIVEN ROLLER	1
184	S0050606M	SOC.SET.SCR. 6*6	2
186	S0400540	KEY 5*5*40	1
188	21700009	WORM	1
189	S0210300a	FLAT WASHER 3/16"	1
191	S0400425	KEY 4*4*25	1
192	S0230500M	SPRING WASHER	11
193	W1017W-2	STRAIN RELIEF BUSHING	2
194	21700032	JOING PLATE	1
195	21700033	SPRING BUCKLE SHAFT	1
196	21700038K	DUST COLLECTION	1
202	21700053	SPONGE	1
203	21700054	SPONGE PIECE	1
204	S0300845	CAP SCREW 5/16"*18UNC*1-3/4"	2
205	90100008a	PLATY SPRING	2

WARRANTY

CRAFTEX 3 YEARS LIMITED WARRANTY

Craftex warrants every product to be free from defects in materials and agrees to correct such defects where applicable. This warranty covers **three years** for parts and 90 days for labour (unless specified otherwise), to the original purchaser from the date of purchase but does not apply to malfunctions arising directly or indirectly from misuse, abuse, improper installation or assembly, negligence, accidents, repairs or alterations or lack of maintenance.

Proof of purchase is necessary.

All warranty claims are subject to inspection of such products or part thereof and Craftex reserves the right to inspect any returned item before a refund or replacement may be issued.

This warranty shall not apply to consumable products such as blades, bits, belts, cutters, chisels, punches etceteras.

Craftex shall in no event be liable for injuries, accidental or otherwise, death to persons or damage to property or for incidental contingent, special or consequential damages arising from the use of our products.

RETURNS, REPAIRS AND REPLACEMENTS

To return, repair, or replace a Craftex product, you must visit the appropriate Busy Bee Tools showroom or call 1-800-461-BUSY. Craftex is a brand of equipment that is exclusive to Busy Bee Tools.

For replacement parts directly from Busy Bee Tools, for this machine, please call 1-800-461-BUSY (2879), and have your credit card and part number handy.

- All returned merchandise will be subject to a minimum charge of 15% for re-stocking and handling with the following qualifications.
- Returns must be pre-authorized by us in writing.
- We do not accept *collect* shipments.
- Items returned for warranty purposes must be insured and shipped pre-paid to the nearest warehouse
- Returns must be accompanied with a copy of your original invoice as proof of purchase. Returns must be in an un-used condition and shipped in their original packaging a letter explaining your reason for the return. Incurred shipping and handling charges are not refundable.
- Busy Bee will repair or replace the item at our discretion and subject to our inspection.
- Repaired or replaced items will be returned to you pre-paid by our choice of carriers.
- Busy Bee reserves the right to refuse reimbursement or repairs or replacement if a third party without our prior authorization has carried out repairs to the item.
- Repairs made by Busy Bee are warranted for 30 days on parts and labour.
- Any unforeseen repair charges will be reported to you for acceptance prior to making the repairs.
- The Busy Bee Parts & Service Departments are fully equipped to do repairs on all products purchased from us with the exception of some products that require the return to their authorized repair depots. A Busy Bee representative will provide you with the necessary information to have this done.
- For faster service it is advisable to contact the nearest Busy Bee location for parts availability prior to bringing your product in for repair.